

(559) 661-5459  
(559) 675-7067 Fax

City of Madera – Municipal Services  
205 West 4<sup>th</sup> Street  
Madera, CA 93637

Date: \_\_\_\_\_

I AGREE TO PAY ALL FEES AND CHARGES FOR SAID MONTHLY SERVICES AND TO COMPLY WITH ALL RULES AND REGULATIONS OF THE CITY OF MADERA PERTAINING TO SUCH SERVICES.

**I UNDERSTAND AND AGREE THAT I SHALL CONTINUE TO BE LIABLE FOR ALL MONTHLY CHARGES UNTIL AFTER THE MADERA CITY FINANCE DEPARTMENT HAS RECEIVED FROM ME A WRITTEN NOTICE TO DISCONTINUE SUCH SERVICES AND ALL SAID SERVICES HAVE BEEN PAID IN FULL.** I ALSO UNDERSTAND THAT ONLY THOSE INDIVIDUALS WHO HAVE SIGNED ON AS ACCOUNT HOLDERS AND CO-GUARANTORS CAN INQUIRE AS TO THE STATUS OF THIS ACCOUNT.

DELINQUENT POLICY: IF YOUR BILL BECOMES PAST DUE A LATE PENALTY WILL BE ASSESSED AFTER THE 25<sup>TH</sup> OF THE CURRENT MONTH AND SERVICE MAY BE SUBJECT TO SHUT OFF. IF YOUR WATER IS SHUT OFF THERE IS A REINSTATEMENT FEE. ADDITIONAL PENALTIES MAY APPLY TO AMOUNTS 60 DAYS OR MORE PAST DUE, INADDITION TO THE BASIC PENALTY. FOR ADDITIONAL INFORMATION RELATING TO UTILITY SERVICE PLEASE REQUEST A COPY OF THE POLICY FOR YOUR REVIEW.

INFORMATION PROVIDED BELOW MAY BE USED TO INFORM ACCOUNT HOLDER OF PAYMENT SERVICES OFFERED BY THE CITY AND/OR FOR NOTIFICATION OF PAST DUE PAYMENTS.

| FINANCE USE ONLY:                               | RENTER OCCUPIED      | OWNER OCCUPIED                                  | VACANT PROPERTY          |
|---|----------------------|---|--------------------------|
| <b><u>TO BE FILLED IN BY CUSTOMER</u></b>       |                      |   | <b>Finance Dept Use:</b> |
| CUSTOMER NAME (1) _____                         |                      |   | ACCT. NO. _____          |
| CUSTOMER NAME (2) _____                         |                      |   |                          |
| SERVICE ADDRESS _____                           |                      |   |                          |
| MAILING ADDRESS _____                           |                      |   | CITY/STATE/ZIP _____     |
| PREVIOUS CITY OF MADERA SERVICE ADDRESS: _____  |                      |   |                          |
| BUSINESS OR EMPLOYER NAME, ADDRESS, PHONE _____ |                      |   |                          |
| HOME PHONE _____                                | EMPLOYER PHONE _____ | EMAIL ADDRESS _____                             |                          |
| DRIVERS LIC. NO (1) _____                       |                      | DRIVERS LIC NO (2) _____                        |                          |
| SOCIAL SECURITY NUMBER (1) _____<br>(Voluntary) |                      | SOCIAL SECURITY NUBMER (2) _____<br>(Voluntary) |                          |
| PROPERTY OWNER'S NAME, ADDRESS AND PHONE _____  |                      |   |                          |
| APPLICANT'S SIGNATURE (1) _____                 |                      | APPLICANT'S SIGNATURE (2) _____                 |                          |

**FOR FINANCE USE ONLY:**

| EMPLOYEE NAME:                    | DISPOSAL PICK UP: | MON             | TUES                  | WED | THURS             | FRI                         |
|-----------------------------------|-------------------|-----------------|-----------------------|-----|-------------------|-----------------------------|
| INFORMATION: EFFECTIVE DATE _____ | LOT SIZE _____    | FRONTAGE _____  | BIN SERVICE _____     |     |                   |                             |
| MONTHLY CHARGES                   | ADJUSTMENT        | CURRENT CHARGES |                       |     | METER INFORMATION |                             |
| WATER \$ _____                    | \$ _____          | \$ _____        | TOTAL MONTHLY CHARGES |     |                   | METER/EXT ID _____          |
| SEWER \$ _____                    | \$ _____          | \$ _____        | NEW ACCOUNT FEE       |     |                   | TYPE _____                  |
| DISPL \$ _____                    | \$ _____          | \$ _____        | DEPOSIT REQUIRED      |     |                   | ROUTE _____                 |
| DRAIN \$ _____                    | \$ _____          | \$ _____        | TRASH CAN FEE         |     |                   | REFERENCE _____             |
| ST. CLN \$ _____                  | \$ _____          | \$ _____        | WATER OFF / FINE      |     |                   | MXU _____                   |
| TOTAL \$ _____                    | \$ _____          | \$ _____        | TOTAL AMT DUE         |     |                   | SIGN ON READ _____          |
|                                   |                   |                 |                       |     |                   | 25 <sup>TH</sup> READ _____ |
|                                   |                   |                 |                       |     |                   | CONSUMPTION _____           |
|                                   |                   |                 |                       |     |                   | CONS CHG _____              |

THIRD PARTY NOTIFICATION: FOR RESIDENTIAL CUSTOMERS 60 YEARS OF AGE OR OLDER, OR WHO ARE DEPENDANT ADULTS

Name: \_\_\_\_\_ Phone No: \_\_\_\_\_ Relation: \_\_\_\_\_ Address: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The City of Madera utility services include water, sewer, drainage, street sweeping, garbage, recycling and green waste collection.

**Utility Billing Dates:** Customers will receive their utility bills at the beginning of the month.

**Bill Payment Due:** Customers have until the 25<sup>th</sup> of the current month to pay their bill, after that a late fee of 10% will be applied if the bill is not paid. In addition the delinquent balance including additional charges shall be charged interest at the rate of 1.5%. The late fee will be included with the next billing.

**Establishing service:** Can be done in person, by fax, mail, e-mail, and by phone. There is non-refundable application fee of \$23.00. If your service address needs trash cans you will be required to purchase the trash cans. The non-refundable fee is \$159.90. Once the application is completed you will need to provide one of the following items:

- Copy of Drivers License, passport, State of Calif. ID, or any other legal ID which contains a photo

**Applications are accepted between 8:00a.m. and 4:45 p.m.**

If your property is a “rental”, you are required to have/obtain a City of Madera Business License per Municipal Code 6-1.28.

**Garbage Disposal:** The City contracts with Sunset Service for garbage disposal service. This includes the following service: 96 gallon grey container for trash, green container for green waste, and blue container for recycling. In order to assure service, containers must be placed at the curb or in the alley the night before your day of service. The City of Madera Municipal Code requires that containers must be removed from the street or alley within 12 hours of service and stored on your property.

Depending on when a holiday falls during the week, garbage pick-up days for the week would be serviced the following day.

Sunset Waste observes the following holidays:

|               |                  |                      |
|---------------|------------------|----------------------|
| New Years Day | Memorial Day     | July 4 <sup>th</sup> |
| Labor Day     | Thanksgiving Day | Christmas Day        |

**Discontinuing service:** Must be made in writing by the account holder. The information in the letter should include the date you would like the service terminated and the address of where you would like your closing bill or refund sent. This can be done in person, by fax, mail, and e-mail. The account holder remains responsible for the utility bill until we receive a written request for termination of service.

**Deposits:** The City requires a deposit on most accounts based upon the type of service. (Each deposit may vary). Deposit will be refunded to customers (per request) with an active account status within a one year period, if customer has been delinquent more than once during the one year period the deposit will be refunded six months after the last delinquent payment. Deposit will be applied to your account when it is closed, any remaining balance over the final bill will be refunded to the customer.

**Service Interruption:** If your services is interrupted due to delinquency/vacancy a service fee of \$50.00 dollars is added to the account and all past due must be paid in cash, cashier check, money order, and credit/debit card. If you do not have a three months deposit, one will be required before services are restored.

**Return Check:** For all returned checks that are received a 5 day notice will be posted on your door. The City charges a \$30.00 returned check fee. Cash, cashier check, money order, or credit/debit is required to cover returned checks. If payment is not received within 5 days your service will be interrupted.

**Key Customer Service Phone Numbers**

|                           |              |
|---------------------------|--------------|
| Administration.....       | 559-661-5400 |
| Finance Department.....   | 559-661-5459 |
| Public Works.....         | 559-661-5466 |
| Police Dept.....          | 559-674-5611 |
| Solid Waste.....          | 559-661-5406 |
| Code Enforcement.....     | 559-661-5114 |
| Mid Valley Disposal ..... | 800-706-5779 |

**Office Hours/Phone Inquires**

Monday – Friday  
8:00 a.m. – 5:00 p.m.

**Payment Window Hours**

Monday-Friday  
8:00 a.m. – 5:00 p.m.

**Utility Payment Drop Box Locations**

- Inside City Hall near the Finance Department
- Outside on the west end of City Hall
- Fire Station #6 located at 317 N. Lake St.
- Police Department 330 S C St.

**Alternative Pay Station**

**Must present payment stub with payment**

- Bridge Store Shopping Center  
748 N “D” St  
from 8:00 am to 8:00 pm Daily

**Automated Bill Payment**

Pay your bill with automatic withdrawal from your bank account. Contact our office for more assistance.

**Payment by telephone:**

Simply call Paymentus Customer Service number at 1-877-360-3479 and follow the instructions to make your payment.

**Payment online: [www.cityofmadera.org](http://www.cityofmadera.org)**

Begin paying online by clicking on the payment online link

[<https://ipn.paymentus.com/otp/stde/cmd>]

**Contact personnel for submitting applications via email:**

Lisa Weber, Accounting Technician III  
[lweber@cityofmadera.com](mailto:lweber@cityofmadera.com)

Steve Cook, Accounting Technician III  
[sc Cook@cityofmadera.com](mailto:sc Cook@cityofmadera.com)

Mercedes Bravo, Accounting Technician II  
[mbravo@cityofmadera.com](mailto:mbravo@cityofmadera.com)

Tobe Gazaway, Accounting Technician II  
[tgazaway@cityofmadera.com](mailto:tgazaway@cityofmadera.com)

Stephanie Fernandez, Accounting Technician I  
[sfernandez@cityofmadera.com](mailto:sfernandez@cityofmadera.com)

Maria Alvarez, Accounting Technician I  
[malvarez@cityofmadera.com](mailto:malvarez@cityofmadera.com)